

Child Welfare CQI Access Review



Response Time

The response time is the time allowed for a CPS agency to make initial, face-to-face contact with the alleged victim and/or parent(s) to assess threats to a child's safety. Response time is determined by the following criteria:

Present danger threats: Immediate to within the same day response time.

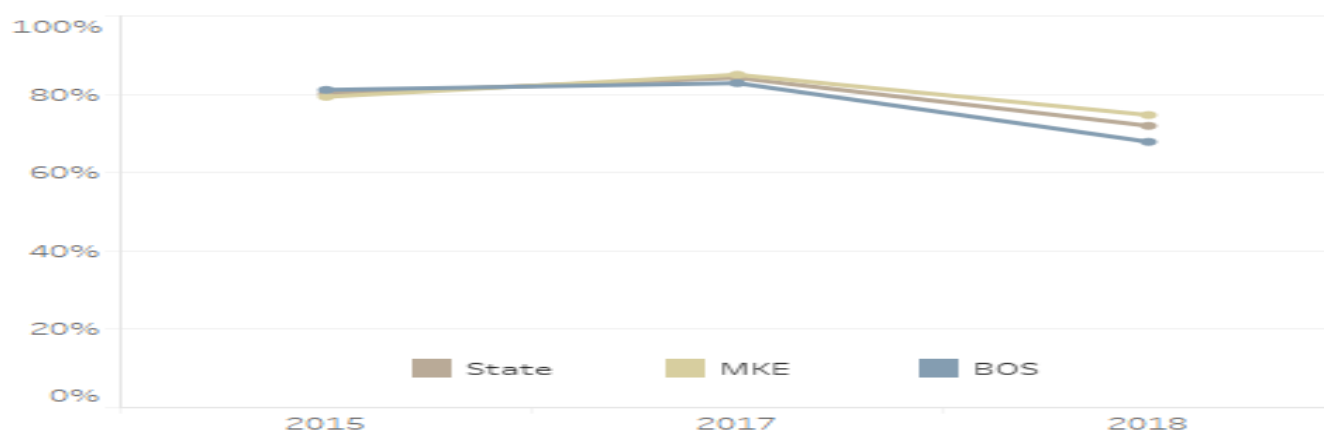
Possible/Likely impending danger threats: Within 24 or 48 hours of receipt of the report, including holidays and weekends.

No present or possible/likely impending danger threats: Within five business days of receipt of report.

Summary: The review concluded that agencies' assigned response times at the state level were consistent with Standards in 80% of the 2015 cases, 84% of the 2017 cases, and 72% of the 2018 cases (Figure 1). The proportion of cases with agency assigned response times consistent with Standards was similar in Balance of State (BoS) and Milwaukee (MKE). There is no statistically significant difference between MKE and BoS in 2015, 2017, or 2018, which indicates performance has remained stable over this time period.

What's Next? Does consistency in practice with our state Standards yield better results for kids and families? DSP and BPM will continue efforts to evaluate case review results in conjunction with outcomes to better understand the components of Standards and practice that drive desired results.

Figure 1. Reviewer Agreement with Agency Assigned Response Time



Methodology: A 95% confidence level and 5% level of significance were used in the analysis. The total number of cases reviewed is 565 (2015), 239 (2017), and 244 (2018). For more information see the methodology page found in the CQI Quality dashboard.